Principal Quality Assurance

Building Control, Environment & Sustainability

Reports to: Quality & Assurance Manager

Location: 30 Laings Road, Lower Hutt

Date: November 2026

Purpose of the role:

The role of a Principal Quality Assurance is to be at the forefront of driving improvements withing the Environmental Consents division to ensure that we are taking opportunities to work in a smarter, more efficient and sustainable way. Take a lead role in development and implementation of operational policies and procedures within the Building Control Unit. This involves working closely with key stakeholders to identify policy gaps, develop new policies, and update existing ones as needed.

This role involves input into the BCA accreditation process and ongoing compliance with statutory requirements to ensure compliance is maintained.

Coordinate and take a lead role in completing internal auditing of policies and procedures across building control functions.

Facilitate and organise training, internal auditing and competency assessments in accordance with the Building Quality Management System.

Understand business workflows across the building team and building quality assurance team. Take a lead role in facilitating process improvements with a focus on ensuring our statutory and accreditation requirements are met.

Lead the negotiation of requirements across stakeholders that are involved in each project. Coordinate progress meetings between Information Systems and Regulatory Services teams and ensure projects deliverables remain on track.

Our purpose

Ko tō tātou he wāhi whai hua ki hōna tāngata - Our city where everyone thrives

At Hutt City Council we are committed to working together to create a connected, resilient and inclusive city of Lower Hutt Te Awakairangi, where all our people thrive.

As connectors, creators and leaders, we are supporting our neighbourhoods to become the architects of their future. Knowing that the work you do is meaningful and making a difference for generations to come is a great feeling.

Hutt City Council is a place you'll feel proud to be part of.

Our values



Manaakitanga *Show you care*
We are helpful, compassionate, do good and willingly give our attention.



Kotahitanga *Be Connected*
We seek and appreciate different perspectives, communicate effectively, share our knowledge and skills, and make valuable contributions that our colleagues appreciate.



Rangatiratanga *Have Courage*
We are ambitious, we explore new things, we do the right thing even if it's hard and we deal with issues directly and positively.

Our core capabilities

Our Capability Framework provides a common understanding of the capabilities, behaviours and ways of working needed to contribute to council's success. Our core capabilities are;

Toa Taumata Rau
Work as One Council

He Tātai Muka
People & Performance Focus

He Rangi tā Matawhānui
Open & Adaptable

Te Ringa Tōhau Nui
Business sense

Kāpuia Te Kākaho
Customer & Community Focus

Te Pae Tawhiti
Future Aware

Within each capability are the skills, knowledge, and behaviours that are expected to be demonstrated, depending on the level of the role.

You can find the full capability framework at **careers.huttcity.govt.nz/home**

The level of capability required for this role is:

☐ Foundational ☒ Intermediate ☐ Advanced

About the role

Quality Management	Take a lead role in managing the BCA quality management system (QMS). Work in conjunction with the Building and Quality Assurance Manager to ensure BCA accreditation requirements are met. Coordinate and take a lead role in completing internal auditing of policies and procedures across building control functions. Facilitate and organise training, internal auditing and competency assessments in accordance with the Building Quality Management System.
Process Management	Understand business workflows across the building team and building quality assurance team. Take a lead role in facilitating process improvements with a focus on ensuring our statutory and accreditation requirements are met. Lead the negotiation of requirements across stakeholders that are involved in each project. Coordinate progress meetings between Information Systems and Regulatory Services teams and ensure projects deliverables remain on track.
Relationship Management	Effective working relationships and networks are established, maintained and enhanced with key stake holders including the Information Systems Team. Establish and maintain effective and co-operative internal/external relationships with groups and individuals, with a commitment to collaboration for optimal outcomes. Maintain positive working relationships with staff, ensuring early and effective resolution of conflict

Territorial Authority	Ensure appropriate policies, procedures and work instruction are developed and implemented to support work practices. Provide assurance that work practices are being undertaken in line with policies and procedures and support the TA through external audits with MBIE and Audit New Zealand. Provide guidance to assist training needs analysis and implementation of competency requirements. Support the TA through changes and drive improvements on an ongoing basis.
Continuous Improvement	Identify and recommend improvements to systems and processes and procedures to enhance the flow of information, efficiency and customer service/experience Ensure that process improvements are fit for purpose, tested and documented. Development of new policies and guidance to support best practice and strategic priorities Manage the building team continuous improvement register to ensure that appropriate outcomes are recorded and actions are completed within appropriate timeframes. Proactively manage professional development across the building team through seeking appropriate opportunities, both formal and on the job, cultivating a growth mindset. Take a continuous learning and improvement approach to work, looking for opportunities to optimise our process, services and practices.
Strategy, development & planning	Develop and provide innovative ideas and solutions that enable Council to keep pace with fast-changing technologies, best practice, and trends. Prioritise and implement the Council's Strategic plan in an organised way to ensure business continuity and resource availability. Develop short term and long-term strategies and plans. Ensure effective resource planning and management across the team, with a focus on meeting service delivery expectations.
Business Knowledge	Build and maintain a good understanding of Council, including the vision, strategic priorities and business plans, to ensure alignment of our people solutions. Contribute to the development of strategy, policy and communication processes, and contribute to the achievement

	of the goals the team establishes. Identify and recommend improvements to office systems and procedures to enhance the flow of information
Change Management	Positively embrace and contribute to change management processes as they arise
Customer Experience	Foster a positive customer experience at every stage of the customer journey. Build customer loyalty and satisfaction
Financial Administration	Ensure account enquiries and the payments of invoices are handled in a timely and accurate manner in line with Council procedures.
Risk management	Maintain Compliant practices, follow Risk and Compliance Guidelines
Project Contribution	Contribute to project management methodologies when leading, scoping, planning, monitoring, managing or evaluating research or projects to ensure they are delivered successfully and within budget as and when required.
Health, safety and wellbeing	Take proactive responsibility for the health, safety and wellbeing of yourself and others, by: Making Hutt City Council a safe place to work by actively complying and contributing to the development and improvement of health and safety practices in your work are. Taking accountability by ensuring any actions taken, or omission to take action, does not adversely affect the health and safety of others. Managing your own wellbeing by taking advantage of wellness opportunities and benefits provided. Contributing to a physically and mentally healthy workplace at Hutt City Council

About you

Essential	An advanced understanding and proven experience in the workings of a building consent authority, including the application of the Building Act, NZ Building Code, Building

	Master's degree in policy, quality management, training, engineering, or related field. Minimum of 5 years of experience in policy, quality & assurance, capability development, or related field. Excellent written and verbal communication skills, with proficiency in Microsoft Office Suite Be confident to coach mentor and train technical building consent staff and communicate effectively. Strong organisational skills with the ability to manage changing priorities and deadlines. Be able to confidently use Building Consents digital platforms and systems and experience in use of Microsoft Office applications. Good problem-solving skills and ability to manage conflict. Driver's license.
Desired	Hold a recognised regulation 18 (BCA accreditation regulations) qualification. Proficient in working with Technology One – Ci and CM9 (TRIM). Previous experience working in a regulatory environment Proficient in internal auditing and/or completing competency assessments Experience in training design and delivery, including e-learning and virtual training methods. Knowledge of adult learning principles and experience in developing effective learning interventions. Customer service experience Experience in dealing with building litigation claims. Experience or knowledge in handling weathertight homes claims.

Key relationships and delegations

Number of people reporting you	0

Total number of people within your delegation	0
Operating budget	$ Nil
Capital budget	$ Nil
Core partnerships	Internal: Building control manager, BCA Processing Lead (x2), Inspections Lead, Principal Building Engineer, Building Technical Lead, Building Unit Coordinator, Building Technician, Building Officers, Resource Consents Team Leader, LIM Officers, Trade Waste Officers, Environmental Health Officers, Subdivisions Engineer, Roading & Traffic Officers, Wellington Water, Mayor & Councillors External: Clients/applicants, Key stakeholders (architects, designers, surveyors, builders, plumbers & drainlayers, engineers, BRANZ; etc), MBIE, Regional BCA Group, BOINZ and other industry groups

Being a Public Servant in Local Government

The purpose of local government is to enable democratic local decision-making and action by, and on behalf of, communities; and to promote the social, economic, environmental and cultural well-being of communities in the present and for the future.

By choosing to work at Hutt City Council, you're making a commitment to abide by the Local Government Act 2002 and subsequent Amendment Act 2010. For more information on these acts please visit: www.legislation.govt.nz and localcouncils.govt.nz

Te Tiriti o Waitangi

Council affirms Te Tiriti o Waitangi as the founding document of Aotearoa and is committed to ensuring Te Tiriti Principles of partnership, protection and participation underpin activities pursuant to the purpose and objectives of Council as they relate to our working environment.

The responsibilities in this role description may change over time due to the nature of our work and to ensure we continue to meet the needs of our community. You may also be required to perform additional duties from time to time. No significant changes to this role description will be made without consultation and agreement by you.